Blu-ray/DVD/CD Duplicator Control Manual

User's Manual

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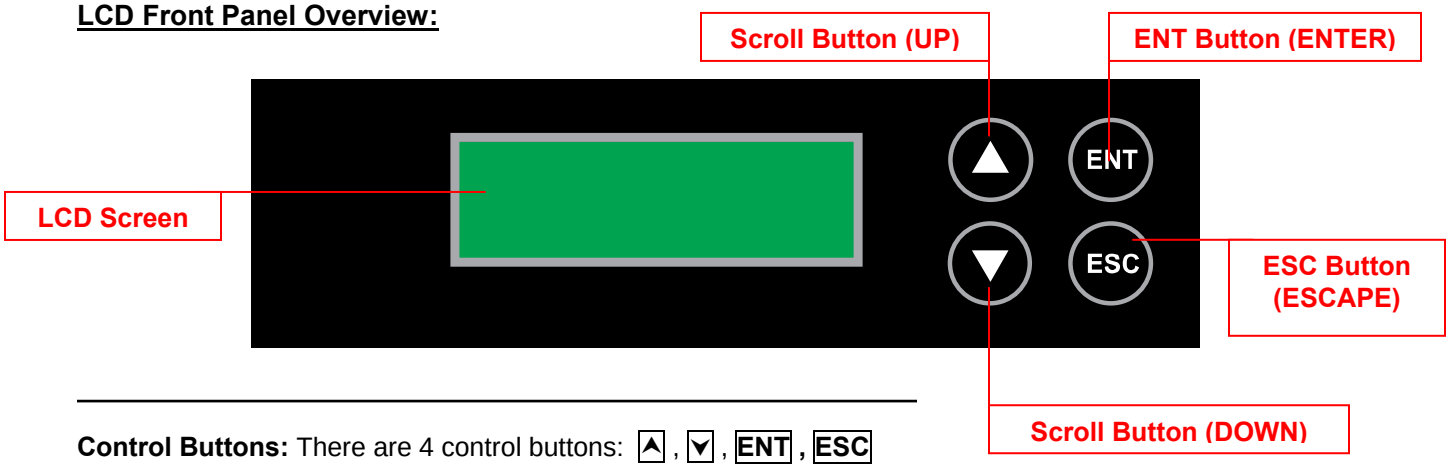
Introduction:

Thank you for purchasing the our SATA CD/DVD/Blu-ray Duplicator Controller. This controller is specifically engineered to run a stand-alone CD/DVD/Blu-ray duplicator without additional computer or processing unit. With a simple, four-button interface and a LCD screen to display menu commands and real-time status, our CD/DVD/Blu-ray Duplicator Controller provides a fast and reliable solution for CD, DVD and Blu-ray duplication up to 11 targets from one single master disc.

Operating Environment:

Temperature	Working Temperature	0°C ~ 75°C
	Storage Temperature	-20°C ~ 85°C
Humidity	Working Humidity	20%~80%
	Storage Humidity	5%~95%

LCD Front Panel Overview:



Control Buttons: There are 4 control buttons: ▲ , ▼ , **ENT** , **ESC**

▲ : Up, Backward: To navigate backward in the menu.

▼ : Down, Forward: To navigate forward in the menu.

ENT : Enter, OK: Execute the function.

ESC : Escape, Cancel: Go back to the previous level in the menu.

Menu Overview:

Below is a quick reference chart of the functions available on all of our CD/DVD/Blu-ray Duplicator Controllers. After the drives are successfully installed, user may access the menu functions by powering on the system.

1	**COPY**	Copies the master CD/DVD/Blu-ray. All contents of the master disc will be duplicated on to all target disc(s) simultaneously.
2	**TEST**	Simulates the copy process, but no data is recorded onto the blank disc(s). **Note:** Test mode can only be done with DVD-R and CD-R media only.
3	**COMPARE**	Performs a bit-for-bit comparison between the master disc and copied disc(s).

4	**COPY & COMPARE**	Copies the master CD/DVD/Blu-ray, and then immediately follows the copy process with a bit-for-bit comparison between the master disc and copied disc(s) to ensure exact duplication. **Note:** The “Compare” function cannot be used with audio CDs.
5	**SET BURN SPEED**	Allows the speed settings to be changed for various formats.
6	**SELECT SOURCE**	Allows the source drive to be changed to any of the available drives in the duplicator, including the Hard Disk Drive (HDD).
7	**UTILITY**	
	7.1 INFORMATION	
	7.1.1 Disc Info.	Displays basic information of the discs inserted, such as disc type, amount of data on disc for master disc(s) (in MB) and media book type. For blank media, displays the media book type, available space and speed of the media.
	7.1.2 Drive Info.	Displays information of all drives in the duplicator including the Reader, HDD (if present) and Writer drive(s).
	7.1.3 System Info.	Displays the duplicator controller information, such as the hardware version, buffer memory and currently loaded firmware.
	7.2 ERASE DISC	
	7.2.1 Quick Erase	Erases all rewritable media (CD-RW, DVD+/-RW, DVD+/-RW DL, BD-RW).
	7.2.2 Full Erase	Formats all rewritable media (CD-RW, DVD+/-RW, DVD+/-RW DL BD-RW,).
	7.3 PRESCAN	
	7.3.1 Pre-scan	Performs a scan on the master disc before the copy process starts and ensures the master disc can be copied in the duplicator.
	7.4 TRACK EDIT	Allows for the selection of individual track(s) from different master audio CDs to create custom compilation.
	7.4.1 Copy Track	Allows the selection of individual track(s) from the master CD and copies the selected track(s) onto all target discs.
	7.4.2. Close Disc	Closes the target discs when all of the track(s) are burned on to all target discs. **Note:** The copied disc(s) will NOT play back without this step. Do NOT skip this step.
	7.4.3 Disc Info	Displays the information regarding the track(s) on the disc(s) and how much space is remaining on the target disc(s).
	7.5 EJECT ALL DISC	Allows the duplicator to eject disc.
	7.6 COPY COUNTER	Counts the number of successful and failed copies of CD, DVD, Blu-ray made by the duplicator.
	7.6.1 Show Counter	Show the number of successful and failed copies of CD, DVD, Blu-ray
	7.6.2 Enable Counter	Set Enable or Disable the Copy Counter.
	7.6.3 Clear Counter	To reset the Copy Counter.

	7.7 Update Bios	Allows for update or rollback of the controller firmware.
8	**SETUP**	
	8.1 Auto Start Time	Sets auto start time from OFF (no auto start) to 99 sec. Allows the duplicator to automatically start one of six following functions once the master disc and desired number of target disc(s) are inserted and the drive trays are closed: Copy, Test, Copy & Verify, Copy & Compare, Verify and Compare.
	8.2 Display Mode	Sets the amount of information displayed on the LCD during the performance of various functions.
	8.2.1 Basic	Basic Information Displays.
	8.2.2 Show Timer	Enables or disables the copy time to be displayed when the copy process is finished.
	8.2.3 Show Speed	Displays the speed at which discs are read and writing during various processes.
	8.3 Button Beep	ON or OFF Beeping sound.
	8.4 Eject on Start	Eject all trays after the booting sequence complete.
	8.4.1 Eject All Discs	Eject all trays with disc inside.
	8.4.2 Do Not Eject	Do not eject any disc.
	8.4.3 Eject target Only	Eject writer drive only.
	8.4.4 Eject Source Only	Eject reader drive only.
	8.4.5 Eject All Trays	Eject all drives.
	8.5 Reader Speed	Sets the speed at which discs are read during various processes.
	8.6 Compare Speed	Sets the speed at which the compare process is executed.
	8.7 Language	Allows different language selections for LCD display.
	8.8 Clear Setup	Clears the CMOS and resets the duplicator controller back to factory defaults.
	8.9 ADVANCED SETUP	
	8.9.1 Power On Time	Sets system warm up time from 5 sec to 99 sec. Default is 15 seconds.
	8.9.2 Startup Menu	Assigns a command to be displayed first after the duplicator has been initialized.
	8.9.3 Skip Read Error	Enables the option to halt the duplication process if there is an error on the master disc. Disables the option to allow the process to continue with the same errors as the master disc.
	8.9.4 Change Bad Master Disc	Enables or disables changing of a master disc during the copy process when an error is detected on the master disc.
	8.9.5 CD Overburn	Enables or disables the duplication of overburned CDs.

	8.9.6 Show HDD Image Name	Allows the image name to be displayed on the LCD screen when selecting the HDD as the source drive.
	8.9.7 Keep Buffer	To set enable or disable load source to the buffer.
	8.9.8 Boot Password	Sets password protection for machine boot-up.
	8.9.9 Setup Password	Sets password protection for changing setup options.
	9. HDD Manager	The management for various functions of the hard disk drive (HDD). **Note:** For this function and submenu to be displayed, a HDD must be installed in the duplicator.
	9.1 Select Image	Selects an image file as a source to be copied to the discs.
	9.2 Disc → Image	Loads an image to the HDD from a master CD or DVD or Blu-ray as an Image file.
	9.3 Set Reader Speed	Sets the speed of data loading from the master CD or DVD or Blu-ray to the HDD.
	9.4 Show Image Info.	Displays the image file information such as image order, name, file size and type of image.
	9.5 Rename Image	Renames the HDD image partition name up to 8 characters.
	9.6 Delete Image	Deletes an image file in HDD. **Note:** A file selected as the source file cannot be deleted until a different image is selected. See 9.1.
	9.7 HDD Info.	Displays the information in HDD, such as the number of discs stored on the HDD and the amount of space left in the HDD.
	9.8 Format HDD	Formats the HDD, erasing ALL data stored on the HDD.

Functions:

1. **Copy** – This command will copy the master disc placed in the designated Source Drive to all target discs in the Writer Drives. This process burns all information contained on the master disc to the target discs so the copies are exact duplicates of the master disc.

To Start the Copy Process:

1. Power on the machine (if not already on).
2. Eject disc tray of the Source Drive and place the master disc in the designated Source Drive (usually the top). The “master disc” is the original of which copies are made.
3. Eject disc tray(s) of the Writer Drives and place blank disc(s) on the tray(s). Number of drives used depends on number of copies desired. It is not necessary to always use all drives.
4. Use the scroll buttons to select the command “1. Copy” and press the ENT button. The drives will automatically close trays and begin the copy process.

5. Once the copy process is completed, the disc trays will eject and the display will read “Copy Result:
Pass X, Fail Y,” with X being the number of successful copies, and Y being the number of failed copies. To reduce copy failure, please refer to the troubleshooting section of the manual.

Press **ENT** to load disc and execute Copy

Analyze master disc

Start copying

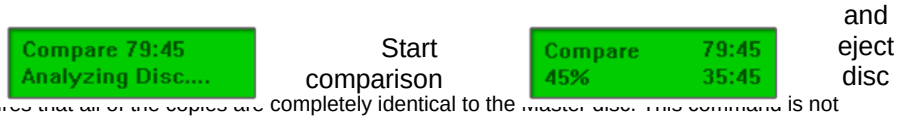
Finish and eject discs

To start the Compare process, please follow the instructions below.

1. Power on the machine (if not already on).
2. Eject disc tray of the Source Drive and place the master disc in the designated Source Drive (usually the top). The “master disc” is the original of which copies are made.
3. Eject disc tray(s) of the Writer Drives and place copied disc(s) to be compared on the tray(s).
   Number of drives used depends on number of copies to be compared. It is not necessary to always use all drives.
4. Use the scroll buttons to select the command “3. Compare” and press the ENT button. The drives
   will automatically close trays and begin the compare process.
5. Once the compare process is complete, the trays will eject the discs that have passed the compare process.

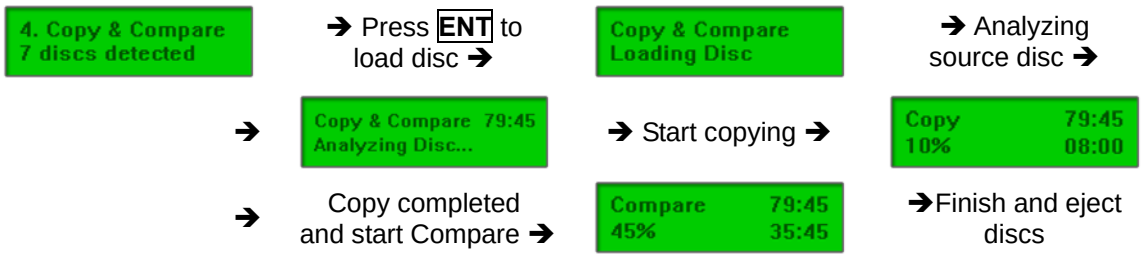
4. **Copy & Compare** – This command will perform the copy process, and immediately follows with a comparison between the master disc and the copied disc(s) to ensure the copies are exact duplicates of the master disc. This command is especially useful for DVDs, data CDs and video CDs.

   Note: The Compare process is a **bit-by-bit comparison** between the master disc and the copied discs. This operation ensures that all of the copies are completely identical to the master disc. This command is not applicable to audio CDs.



To start the Copy & Compare process:

1. Power on the machine (if not already on).
2. Eject disc tray of the Source Drive and place the master disc in the designated Source Drive (usually the top). The “master disc” is the original of which copies are made.
3. Eject disc tray(s) of the Writer Drives and place blank disc(s) on the tray(s). Number of drives used depends on number of copies desired. It is not necessary to always use all drives.
4. Use the scroll buttons to select the “4. Copy & Compare” command and press the ENT button. The drives will automatically close trays and begin the copy process.
5. Once the copy process is complete, the tray(s) will open briefly, and then automatically close again to begin the compare process.
6. Once the compare process is completed, the trays will automatically eject discs that have passed the Copy & Compare process.

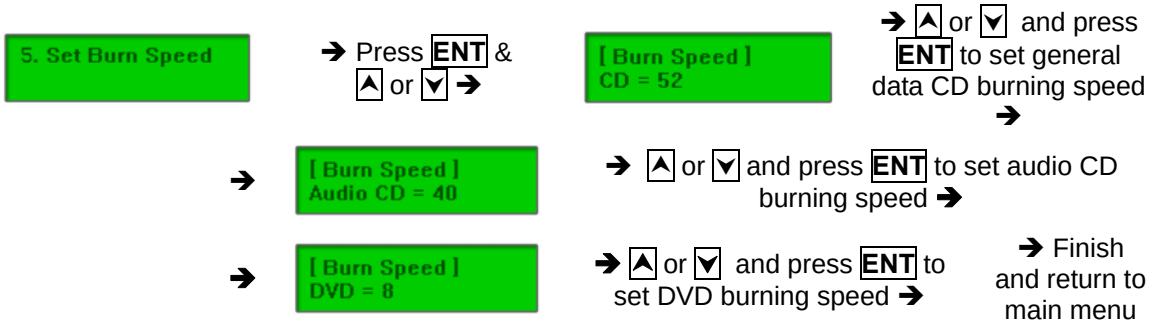


5. **Set Burn Speed** – This feature allows you to set the burn speed of various types of disc: general CDs (data and VCDs), audio CDs, DVDs and dual-layer DVDs (DVD DL).

   Selectable burn speeds:
   CD: 1, 2, 4, 8, 10, 12, 16, 20, 24, 32, 36, 40 (default), 44, 48, 52, 56 MAX.
   Audio CD: 1, 2, 4, 8, 10, 12, 16, 20, 24 (default), 32, 36, 40, 44, 48, 52, 56 MAX.
   DVD: 1, 2, 2.4, 4, 6, 8 (default), 12, 16, 18, 20 MAX.
   DVD DL: 1.2 (default), 2.4, 4, 6, 8, 12, 16, 18, 20 MAX.

To Set the Burn Speed:

1. Power on the machine (if not already on)
2. Use the Scroll buttons to select "5. Set Burn Speed". Press the ENT button.
3. The first speed selection is for general CDs. Use the Scroll buttons to select the desired burn speed and press the ENT button.
4. The second speed selection is for audio CDs. Use the Scroll buttons to select the desired burn speed and press the ENT button.
5. The third speed selection is for DVDs. Use the Scroll buttons to select the desired burn speed and press the ENT button. **Note:** The selection is only available on DVD duplicators.
6. The last speed selection is for DVD DL. Use the Scroll buttons to select the desired burn speed and press the ENT button. **Note:** The selection is only available on DVD duplicators.

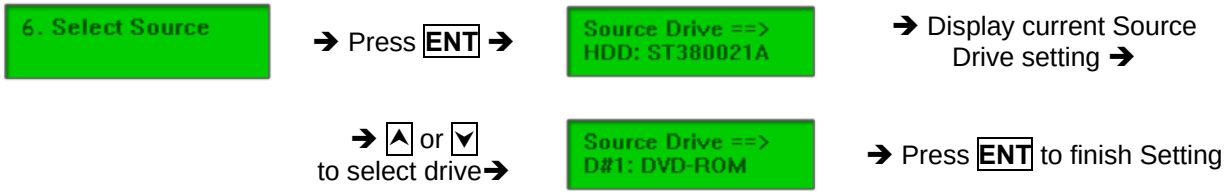

5. Set Burn Speed
➔ Press ENT & ▲ or ▼ ➔
[Burn Speed]
CD = 52
➔ ▲ or ▼ and press ENT to set general data CD burning speed ➔
➔
[Burn Speed]
Audio CD = 40
➔ ▲ or ▼ and press ENT to set audio CD burning speed ➔
➔
[Burn Speed]
DVD = 8
➔ ▲ or ▼ and press ENT to set DVD burning speed ➔
➔ Finish and return to main menu

6. **Select Source** – This command will allow you to change the source drive to any one of the drive(s)
   inside the unit, including the HDD (if installed).

To change the source drive inside the unit to a different drive:

1. Power on the machine (if not already on).
2. Use the Scroll buttons to select the "6. Select Source": Press the ENT button.

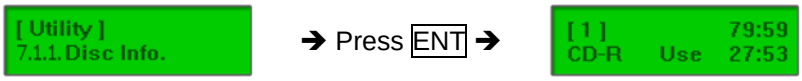
3. The current Source Drive will be displayed along with the partial model number of the drive and the port number in brackets.
4. Use the Scroll buttons to select from other available drives until the port number of the desired
   drive is displayed.
5. Press the ENT button. The desired drive will then become the Source Drive.


6. Select Source
➔ Press ENT ➔
Source Drive ==>
HDD: ST380021A
➔ Display current Source Drive setting ➔
➔ ▲ or ▼ to select drive➔
Source Drive ==>
D#1: DVD-ROM
➔ Press ENT to finish Setting

7. **Utility** – This command contains various tools to check functionality of the drive(s), information of the components, and other system information.

7.1 Information

7.1.1 Disc Info: Checks the capacity and space used on the disc(s) inside of the drive(s) of the duplicator.

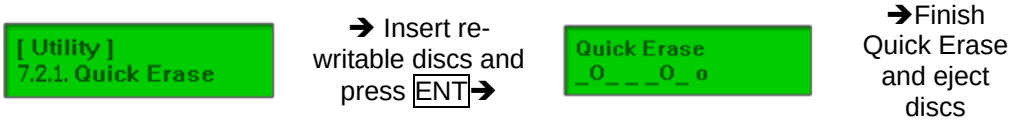


7.1.2 Drive Info: Checks the make, model, firmware and the channel (port) of the drive(s) that are connected to the duplicator controller.

7.1.3 System Info: Checks the model number, buffer memory and firmware version of the duplicator controller.

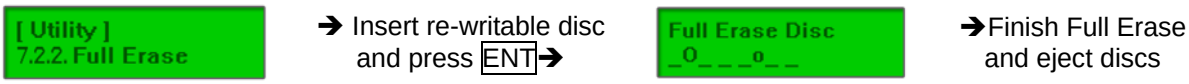
7.2 Erase Disc

7.2.1 Quick Erase: Performs a quick erase of rewritable (RW) media for next use.
Note: Do NOT perform this function on recordable (R) media.



Note: If the display shows “O” “o” blinking, Erasing is in progress. If the display shows “F” “f” blinking, DVD+RW Disc Formatting is in progress.

7.2.2 Full Erase: Performs a full erase and format of rewritable (RW) media for next use.
Note: Do NOT perform this function with recordable (R) media.



Note: If the display shows "O" "o" blinking, Erasing is in progress. If the display shows "F" "f" blinking, DVD+RW Disc Formatting is in progress.

7.3 Prescan

7.3.1 Prescan: Prescans the master disc and verifies the integrity and quality of the master disc.

a. Select Utility and press ENT to enter the sub-menu.

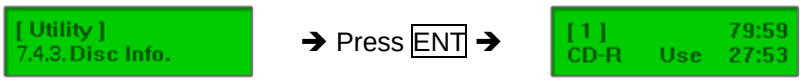
b. Select 1. Pre-scan and press ENT

7.4 Track Edit

7.4.1 Copy Track: Allows the selection of individual track(s) from the master CD and copies the selected track(s) onto all target discs.

7.4.2 Close Disc: Closes the target discs when all of the track(s) are burned on to all target discs. Note: The copied disc(s) will NOT play back without this step. Do NOT skip this step.

7.4.3 Disc Info: Checks the capacity and space used on the disc(s) inside of the drive(s) of the duplicator.

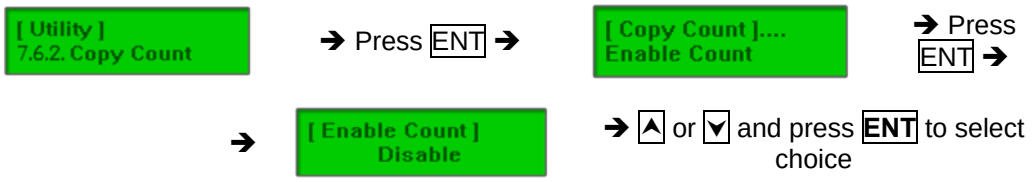


7.5 Eject All Discs: Performs a simultaneous ejection of all of the optical disk drive(s) on the duplicator.

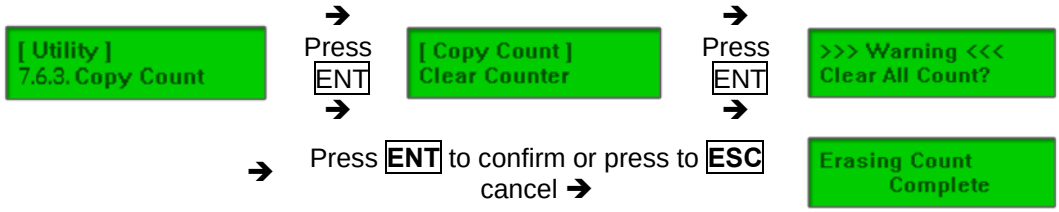
7.6 Copy Counter: Tracks the numbers of successful and failed copies made by the duplicator for both CDs and DVDs. There are three (3) parts of this tool: Show Count (to display current copy counter), Enable Counter (to turn the counter on or off) and Reset Counter (to clear counter).

7.6.1 Show Counter

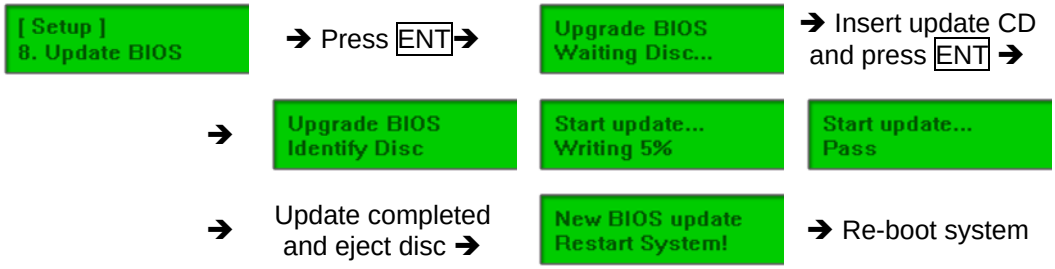
7.6.2 Enable Counter



7.6.3 Clear Counter



7.7 Update BIOS: Updates the BIOS (firmware) of the duplicator controller.



8. **Setup** – This command contains options to configure the duplicator system.

8.1 Auto Start Time: Set the amount of time before the duplicator will automatically start the selected command ranging from OFF (no auto start) to 99 seconds in 1-second increments (1, 2, 3….97,98, 99).

8.2 Display Mode: Changes the display readout during the performance of various commands.

8.2.1 Basic: The “Basic” mode displays a progress bar, along with the amount of total data in MB on the master DVD (or in time for the master CD).

8.2.2 Show Timer: Allows the display of total time taken for the copy process to be complete.

➔ Press ENT ➔

➔ ▲ or ▼ to select mode and press ENT to confirm

8.2.3 Show Speed: Displays the speed at which discs are read and writing during various processes.

8.3 Button Beep: Turns the audio signal (a beeping sound) ON or OFF for pressing of the buttons.

➔ Press ENT ➔

➔ ▲ or ▼ to select mode and press ENT to confirm

8.4 Eject On Start: Allows the drive(s) with disc(s) present inside to eject the disc trays when the machine is done initializing.

➔ Press ENT ➔

➔ ▲ or ▼ to select Eject All/ No Eject/ Eject Target/ Eject Source and press ENT to confirm

8.4.1 Eject All Discs: Performs a simultaneous ejection of all of the optical disk drive(s) on the duplicator.

➔ Press ENT ➔ All disc trays will open

8.4.2 Do Not Eject: Do not eject any disc.

8.4.3 Eject Target Only: Eject writer drive only.

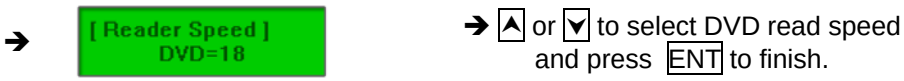
8.4.4 Eject Source Only: Eject reader drive only.

8.4.5 Eject All Trays: Eject all drives.

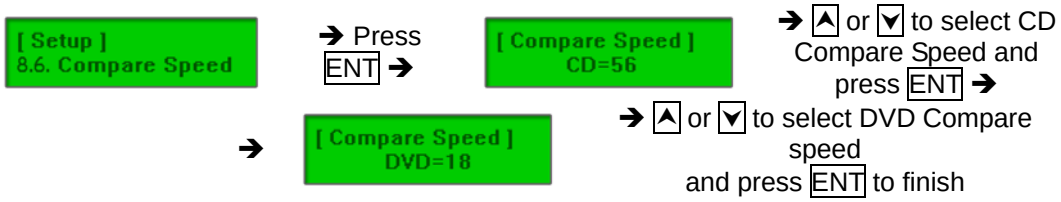
8.5 Reader Speed: Sets the reader speed for the duplicator to read the master disc(s). The speeds for CD are: 1, 2, 4, 8, 10, 12, 16, 20, 24, 32, 36, 40, 44, 48, 52, 56 (default), MAX. The speeds for DVD are: 1, 2, 2.4, 4, 6, 8, 10, 12, 16, 18, 20 (default), MAX.

➔ Press ENT ➔

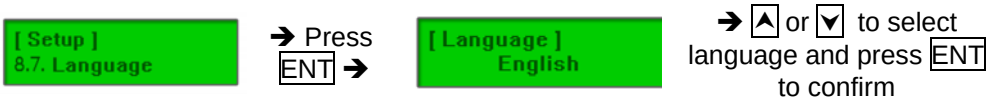
➔ ▲ or ▼ to select CD Read and press ENT ➔



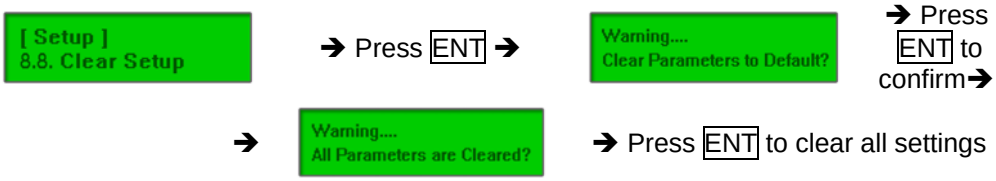
8.6 Compare Speed: Sets the speed at which the master disc is compared with the copies disc(s). The speeds for CD are: 1, 2, 4, 8, 10, 12, 16, 20, 24, 32, 36, 40 (default), 44, 48, 52, 56, MAX. The speeds for DVD are: 1, 2, 2.4, 4, 6, 8, 12, 16 (default), 18, 20 MAX.


[Setup]
8.6. Compare Speed
➔ Press ENT ➔
[Compare Speed]
CD=56
➔ ▲ or ▼ to select CD Compare Speed and press ENT ➔
➔
[Compare Speed]
DVD=18
➔ ▲ or ▼ to select DVD Compare speed and press ENT to finish

8.7 Language: Sets the language selection of the display. Available languages are: English (default), Spanish, Portuguese, and Japanese.

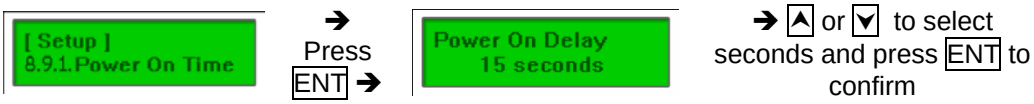


8.8 Clear Setup: Resets the duplicator controller back to factory default settings.



8.9 ADVANCED SETUP: This menu is for the more advanced functions of the controller, including changing the display of the controller, updating writer drive(s) of specific brands, setting the loop and time parameters for the burn-in process to test the machine, and performing firmware rollbacks to earlier versions. **Note:** The Advanced Setup is hidden within the Setup Menu (step 11). To access Advanced Setup, navigate to Setup Menu, then press and hold down the scroll buttons simultaneously until the menu stop looping.

8.9.1 Power On Time: Set the amount of time the duplicator controller counts down before initializing the system. The default is 15 seconds. The time can be set from 5 to 99 seconds in 1-second increments (5,6,7….97,98,99).



8.9.2 Start-up Menu: Sets the command to be displayed first when the machine is powered up and initialized. All primary commands are available to be set for Start-up: Copy, Test, Copy & Verify, Copy & Compare, etc.

8.9.3 Skip Read Error: Allows the duplicator to skip uncorrectable read errors on the master DVD or CD or Blu-ray. This feature can be turned ON or OFF.

8.9.4 Change Bad Master: Allows the changing of the master disc during duplication when there is an uncorrectable error on the master disc(s) that threatens to disrupt the copy process.

➔ Press ENT ➔

➔ ▲ or ▼ to select mode and press ENT to confirm

8.9.5 CD Overburn: Allows the copying of CDs that have been burned over their maximum capacity.
The target disc(s) must be the same capacity as the master disc.

➔ Press ENT ➔

➔ ▲ or ▼ to select mode and press ENT to confirm

8.9.6 Show HDD Image: Allows the option to display the name of the HDD image name (default) or the image size (in MB).

➔ Press ENT ➔

➔ ▲ or ▼ to select Image Name/ Capacity and press to ENT confirm

8.9.7 Keep Buffer: You can set Yes to load source disc to buffer in first round of Copy, Test, Compare or Copy+Compare and do it again without the source disc. Or set No to keep buffer not be used.

****Note:**
The source will be only temporary saved in buffer, there will be nothing left when you exit the task (Copy, Test, Compare and Copy+Compare) or reboot the system.

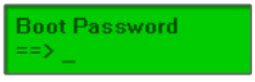
8.9.8 Boot Password: Sets password protection for the duplicator before the boot-up process can be started. The boot password prevents anyone unauthorized from using the duplicator system.

➔ Press ENT ➔

➔ ▲ or ▼ to select mode and press ENT to confirm

If Disable is selected, no password will be set and the display will direct back to the Setup sub-menu.

If Enable is selected, a password must be entered using the following guidelines:



Use ▲ or ▼ to select the character desired. Press ENT to go to the next position. There are a total of 6 positions for the password. To enable the password, set all 6 positions.For space, press ENT without choosing a character to leave the position empty.

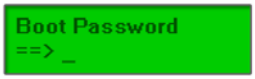
Press ESC to cancel the process.

The duplicator will ask for password when the unit is restarted.

8.9.9 Setup Password: Sets password protection for the duplicator before the setup settings can be altered. The setup password prevents unauthorized changes to the system.

If Disable is selected, no password will be set and the display will direct back to the Setup sub-menu.

If Enable is selected, a password must be entered using the following guidelines:



Use ▲ or ▼ to select the character desired.

Press ENT to go to the next position.

There are a total of 6 positions for the password. To enable the password, set all 6 positions.

For space, press ENT without choosing a character to leave the position empty.

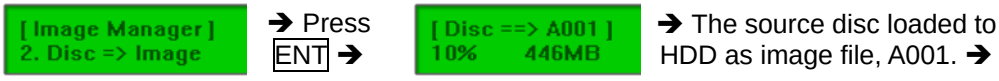
Press ESC to cancel the process.

The duplicator will ask for password when “11. Setup” is selected

9 HDD MANAGER: This command is for the management of the hard disk drive (HDD) installed in the duplicator. **Note:** This feature is only available on duplicators with a HDD installed. If there is no HDD present in the duplicator, this feature will NOT show in the menu of commands

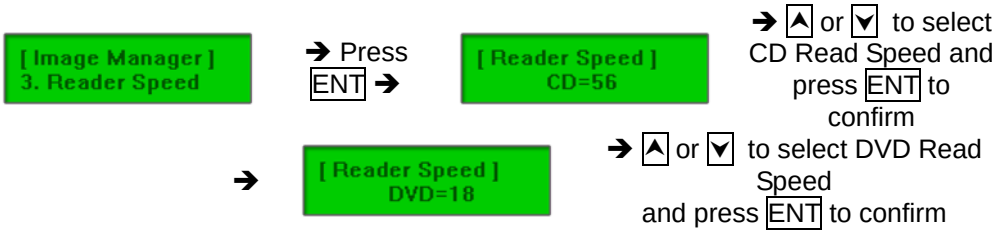
9.1 Select Image: Allows the selection of the image(s) present on the HDD. The Scroll buttons cycle through the image(s) on the HDD and the ENT button confirms the selection while the ESC button cancels the selection. The image(s) are listed in order of which they were loaded.

9.2 Disc => Image: Transfers the information from the master CD/DVD/Blu-ray to the HDD. After the image(s) transfer is complete, the reader drive is ejected and the source drive is changed to the HDD.

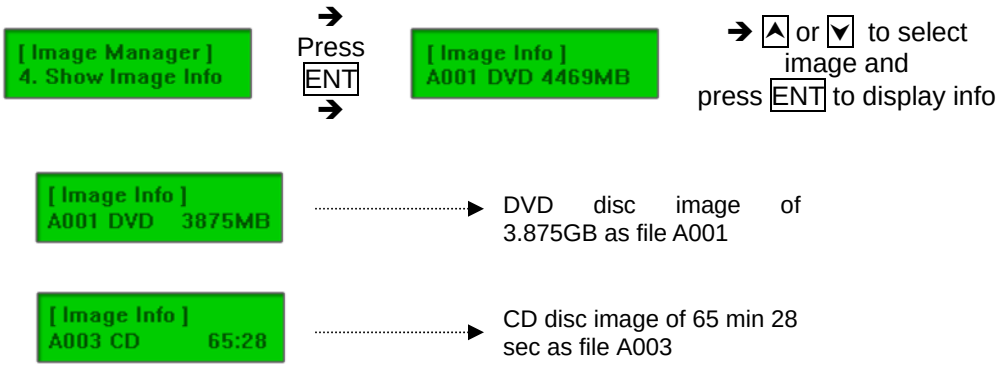


Note: The Source Disc may be placed in the Reader Drive or any of the Writer Drives.

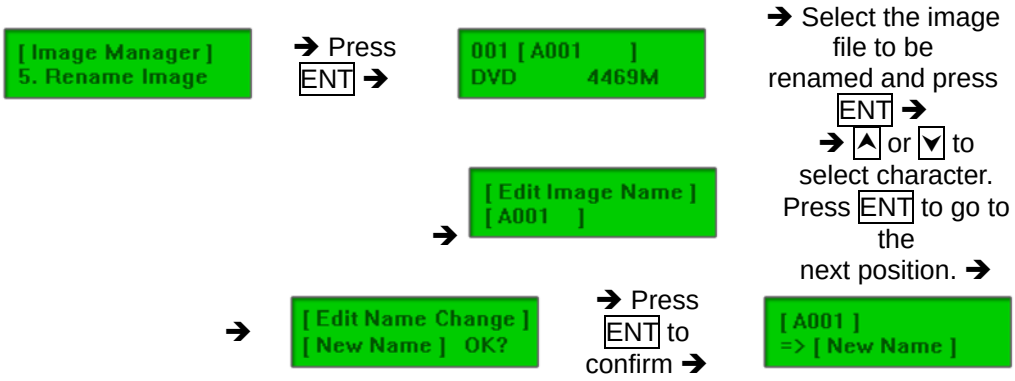
9.3 Set Reader Speed: Change the read speed (load speed) for the HDD. The speeds for CD are: 1, 2, 4, 8, 10, 12, 16, 20, 24, 32, 36, 40, 44, 48, 52, 56 (default), MAX. The speeds for DVD are: 1, 2, 2.4, 4, 6, 8, 10, 12, 16, 18, 20 (default), MAX.


[Image Manager]
3. Reader Speed
➔ Press ENT ➔
[Reader Speed]
CD=56
➔ ▲ or ▼ to select CD Read Speed and press ENT to confirm
➔
[Reader Speed]
DVD=18
➔ ▲ or ▼ to select DVD Read Speed and press ENT to confirm

9.4 Show Image Info: Shows the image number in sequential order, the file name of the image stored on the HDD, the type of image stored, and the amount of data the image contains (in MB for DVD/Blu-ray or time for CD).

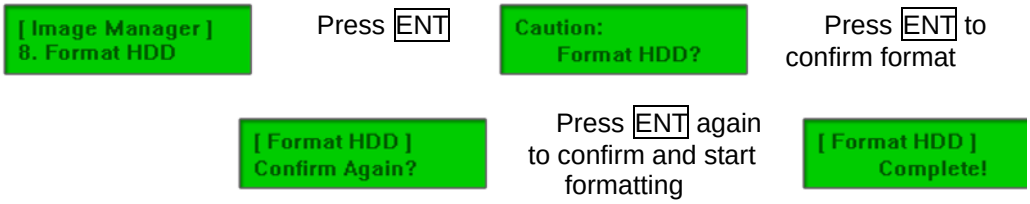

[Image Manager]
4. Show Image Info
➔ Press ENT ➔
[Image Info]
A001 DVD 4469MB
➔ ▲ or ▼ to select image and press ENT to display info
[Image Info]
A001 DVD 3875MB
DVD disc image of 3.875GB as file A001
[Image Info]
A003 CD 65:28
CD disc image of 65 min 28 sec as file A003

9.5 Rename Image: Renames the image instead of using default file names (A001, A002, etc.). Up to 8 characters.


[Image Manager]
5. Rename Image
➔ Press ENT ➔
001 [A001]
DVD 4469M
➔ Select the image file to be renamed and press ENT ➔
➔ ▲ or ▼ to select character. Press ENT to go to the next position. ➔
[Edit Image Name]
[A001]
➔
➔
[Edit Name Change]
[New Name] OK?
➔ Press ENT to confirm ➔
[A001]
=> [New Name]

There are 8 characters for each image name. No empty space allowed in the image file name. Press ESC to cancel the process.

9.8 Format HDD: Deletes and formats all image(s) on the HDD, restores the HDD to factory defaults and initializes the HDD for use with the duplicator.



Basic Troubleshooting:

Follow these simple steps for quick and proper troubleshooting.

1. **Power does not turn on or unit receives no power.**
   a. Check power cord and outlet to make sure power connections are secured.
   b. Check voltage switch on the back of the duplicator to make sure power supply is set for correct outlet rating.
   c. Test with another power cord (same as a PC power cord) to eliminate cable failure.

2. **Master disc cannot be read**
   a. Change the master disc. The master disc may be of poor quality or with error(s) that can make duplication difficult or impossible.
   b. Remake the master disc on another disc. Master disc may be of poor quality or with error(s) that make duplication difficult or impossible.
   c. Change the source drive to one of the other drives to test.
   d. Make sure the master disc is finalized in standard ISO format.

3. **High failure rate**

a. Change the media type. Certain types of media may not be compatible with the drives. Poor-quality media can also cause high failure rate.
b. Lower the burn speed and attempt another copy process. Lowering the speed increases the stability of the duplication process.
c. Check for available firmware updates for the unit. A firmware update may resolve any unspecified issues.

4. **Machine locks up during the copy process**
   a. Hold down the ESC button to abort the copy process. The copy process will cancel and menu goes back to the last function executed.
   b. If the button cancel does not work, power cycle the unit (power the unit off, leave off for five seconds and power the unit back on).
   c. Change the master disc. A master disc with error(s) or a poor quality master disc can cause duplication to lock up at particular points during the copy process.

5. **Button(s) do not function on the unit.**
   a. The duplicator may be busy. Buttons pressed while the duplicator is processing will not perform functions unless otherwise specified.
   b. Possible faulty button. Contact your technical support department for further information.

6. **One of the drives does not open and/or LED does not light up**
   a. Check USB and/or Firewire port switch and make sure the switch is in the OFF position before machine power is turned on.
   b. If a disc is stuck inside a drive, insert a paper clip or safety pin in the pinhole underneath the drive door and push gently. Make sure the power is OFF during this step. Then press the EJECT button of the drive a few times to test the disc tray.

7. **The blank CD or DVD or Blu-ray is not recognized in the writer drive(s)**
   a. Test the blank disc in another writer drive. A faulty writer drive will not recognize blank discs.
   b. Change the blank disc to another disc. A defective blank disc will not be recognized by the writer drive.
   c. Change the brand of media or media type. Certain types of media may not be compatible with the drives. Poor-quality media can also cause high failure rate.

Interface	SATA	SATA	SATA	SATA
Target	1	4	7	11
Buffer (DDR2)	64MB	64MB	128MB	128MB
DVD speed	20X	20X	20X	20X
Blu-Ray Writing Speed	8X	8X	8X	6X
Writing Method	DAO, TAO, RAW			
Disc Format Support	BD-ROM, BD-R, BD-RE, DVD-ROM, DVD-Video, DVD-Audio, DVD+R, DVD+RW, DVD-R, DVD-RW, Dual Layer DVD±R, CD-ROM, CD-I, Audio CD, Video CD, CD+G, CD-TEXT,Bootable CD,Mixed mode CD,Multi-session CD, CD-Extra, Business Card CD, 3” Mini CD-R			
Display	2x16 Backlight Monochrome LCD			
Input	4 push button			
Language Support	English, Japanese, Spanish, Portuguese			
Temperature	20% ~ 80%			
Humidity	40°C(104°F) / 5°C(41°F)			
Safety	CE, ROHS			
Dimension	146x176x42 mm			
Weight	2.2 lbs			

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